

THE SOURCE FOREIGN CARS

605 Route 2 Berlin, VT 05679

802-229-1283

Service Writer / Office Manager

Pay Rate: \$20.00 – \$25.00 per hour, depending on experience

Employment Type: Part-Time Full-Time

Position Summary

We are seeking an organized, and customer-focused Service Writer / Office Manager to join our team. This position plays a key role in supporting daily office operations while serving as the primary point of contact for customers regarding service scheduling, repair communication, invoicing, and administrative support. The ideal candidate is dependable, detail-oriented, and capable of multitasking in a fast-paced environment.

Key Responsibilities

Customer Service & Service Writing

- Greet customers professionally in person and by phone
- Schedule service appointments and coordinate workflow with technicians
- Prepare work orders, estimates, and invoices
- Ordering parts and keeping inventory
- Communicate repair recommendations, timelines, and updates to customers
- Maintain clear and accurate service records
- Process customer payments
- Ensure a positive customer experience from intake through completion of service

Office Management & Administrative Support

- Manage daily office operations and maintain filing systems
- Answer phones, respond to emails, and direct inquiries
- Maintain office supplies and coordinate vendor orders as needed
- Assist with payroll, timekeeping, and basic bookkeeping functions
- Prepare reports, spreadsheets, and other administrative documents
- Support management with scheduling, data entry, and general office tasks
- Ensure compliance with company procedures and confidentiality standards

Qualifications

- High school diploma or equivalent preferred

- Previous experience in customer service, office administration, service writing, or automotive/trade environments preferred
- Strong computer skills, learning our Mitchell 1 software and email systems
- Experience with invoicing
- Excellent communication and interpersonal skills
- Ability to multitask and prioritize responsibilities effectively
- Reliable attendance and professional demeanor required

Preferred Traits

- Friendly and professional attitude. Always willing to help
- Strong problem-solving and customer service skills
- Ability to work independently and as part of a team
- Dependable, organized, and adaptable
- Comfortable working in a fast-paced service environment

Physical Requirements

- Ability to sit, stand, and move throughout the office/shop environment as needed
- Ability to occasionally lift office supplies or files up to 25 pounds

Benefits May Include

- Competitive hourly pay
- Paid time off and holidays

We are looking for a motivated individual who can provide excellent customer service while helping maintain efficient office and service operations.